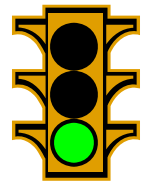




BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

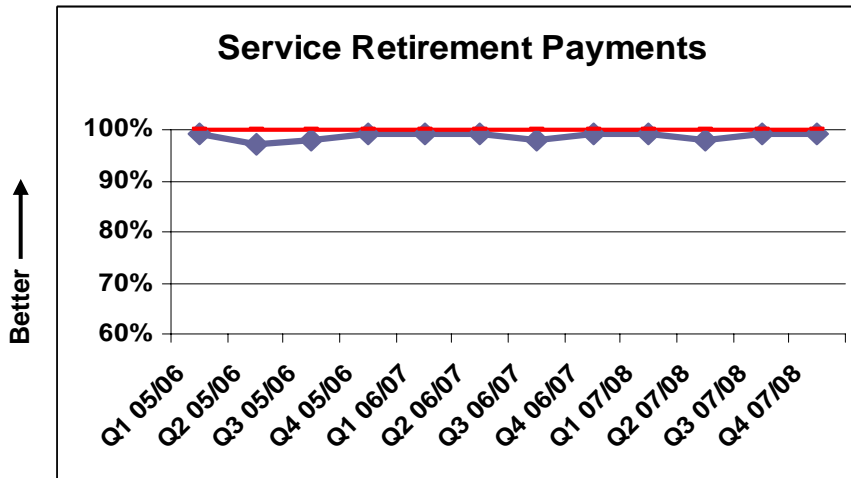
- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI.** Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.

Service Retirement Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	99%	98%	99%	99%
2006-07	99%	99%	98%	99%
2005-06	99%	97%	98%	99%

INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

Initiatives	Milestones
Continually upgrade automation capability	<ul style="list-style-type: none">• Provide on-line access for members to apply for service retirement via the Internet.• Partner with ITSB to deliver benefits more efficiently.

- Service retirement payments represent the highest priority workload for this Section, and every effort is made to ensure members receive their first payment with no gap from their last employment paycheck.



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.

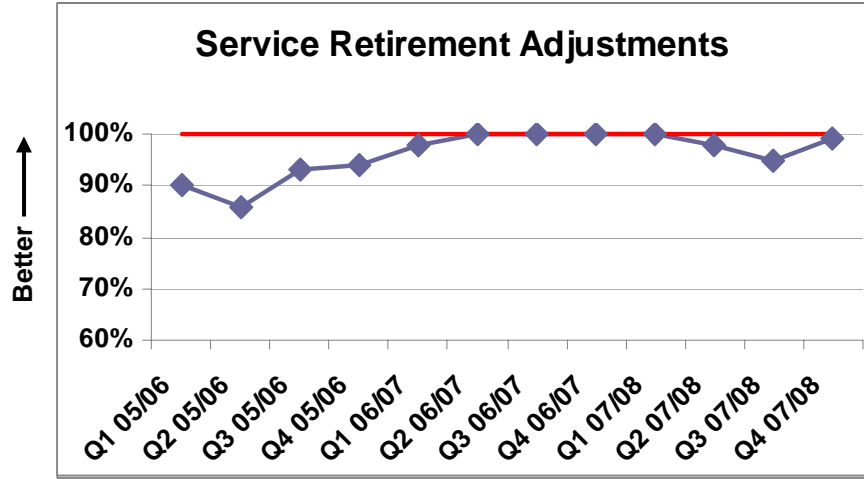
MEASURE:

Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.

Service Retirement Adjustments

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	100%	98%	95%	99%
2006-07	98%	100%	100%	100%
2005-06	90%	86%	93%	94%



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Service retirement adjustments are dependent upon final payroll reporting from employers and performance varies accordingly. After the first quarter of FY 06/07, no backlog existed and staff have been able to maintain incoming cases on a current basis.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.

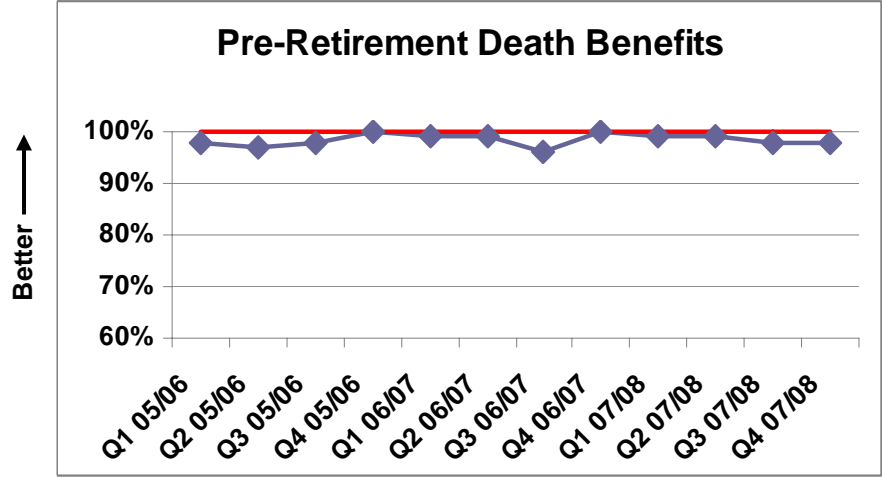
MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Pre-retirement)

Pre-Retirement Death Benefit Payments

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	99%	99%	98%	98%
2006-07	99%	99%	96%	100%
2005-06	98%	97%	98%	100%



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Pre-retirement death benefits performance approached the baseline again in the fourth quarter.

Initiatives	Milestones
Continually upgrade automation capability.	• Partner with ITSB to deliver benefits more efficiently.



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

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- VI. Administer pension benefit services in a customer oriented and cost effective manner.

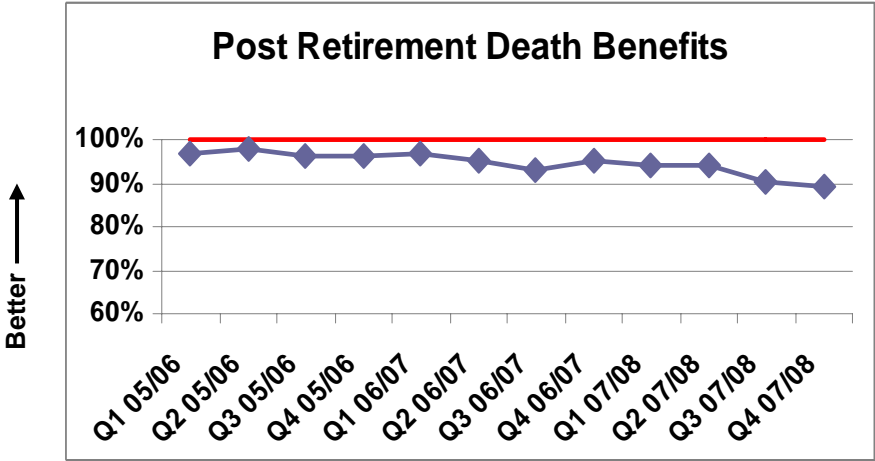
MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Post-retirement)

Post-Retirement Death Benefits

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	94%	94%	90%	89%
2006-07	97%	95%	93%	95%
2005-06	97%	98%	96%	96%



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.

- Post-implementation EMBARC functionality resolution issues have adversely impacted productivity.
- Several new staff were recently hired and are still in training.

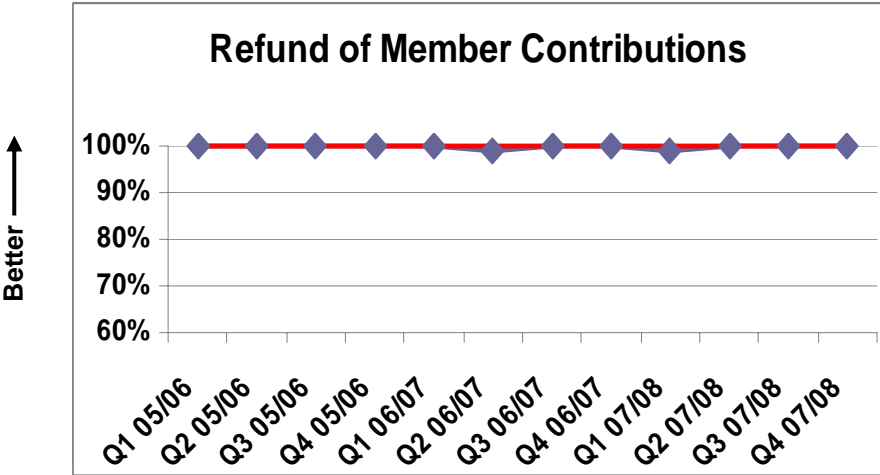


BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.



INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.

MEASURE:

Percentage of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.

Refund Payments

Target: 100%

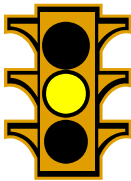
Year	Q1	Q2	Q3	Q4
2007-08	99%	100%	100%	100%
2006-07	100%	99%	100%	100%
2005-06	100%	100%	100%	100%

COMMENTS:

- Performance in refunds consistently reaches goal.

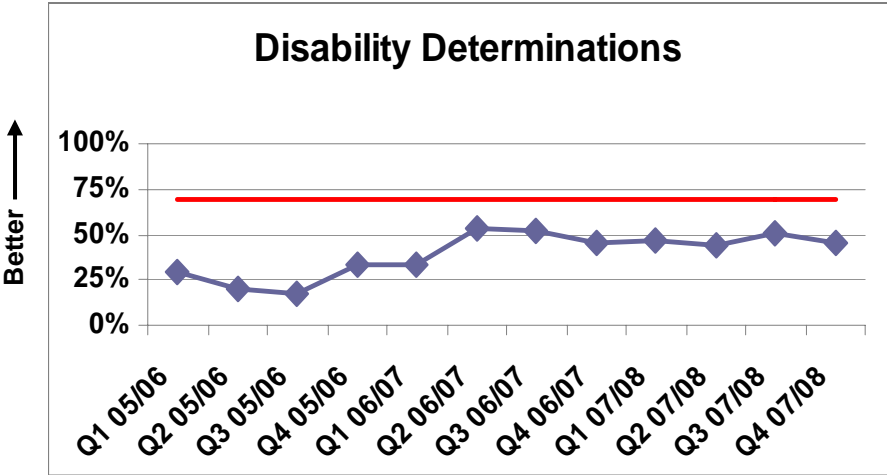


BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.



MEASURE:

Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of application.

Disability Determinations

Target: 70%

Year	Q1	Q2	Q3	Q4
2007-08	47%	44%	51%	45%
2006-07	33%	54%	52%	45%
2005-06	30%	20%	17%	33%

COMMENTS:

- Dashboard code remains yellow as we have seen improvement from complete application packages (i.e., application, job duties, medical information).
- Processed 36% more applications this quarter, reducing the inventory of aged cases.
- Education outreach to Regional Offices implemented, with continued partnership with Regional Offices on education of members on providing complete application packages.
- Implemented improved materials and education at Employer Workshops. Survey results show 24% increased awareness and satisfaction of employers over previous survey results.
- Trainees are transitioning into their new production workload.

INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Expand and improve education outreach to members and employers.	<ul style="list-style-type: none">• Partner with MBSB, AESB and PAO on education and communication to deliver benefits more efficiently.• By 3/1/08, identified areas for improvement to products.• By 7/1/08, assessed improved education for employers.



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

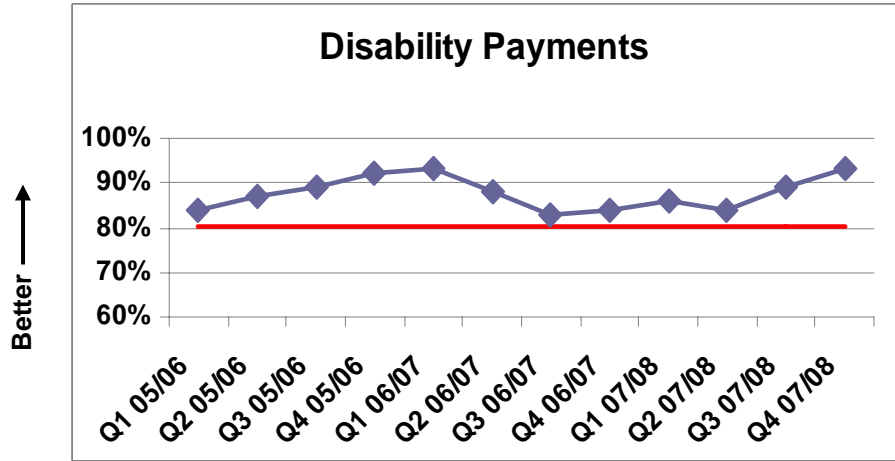
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first disability payments made within 30 days of effective date or approval.

Disability Payments

Target: 80%



Year	Q1	Q2	Q3	Q4
2007-08	86%	84%	89%	93%
2006-07	93%	88%	83%	84%
2005-06	84%	87%	89%	92%

COMMENTS:

- Performance consistently exceeds the goal for disability retirement payments. We are in a position to elevate the goal to 85% of first disability payments made within 30 days of effective date or approval.

INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.